

In addition, as part of the 2005 Comcast Cares Day, the Comcast Foundation donated nearly \$1 million to the local community organizations that paired with Comcast volunteers. Comcast Cares Day represents a tremendous commitment of resources. In each of the past two years, Comcast volunteers provided more than 180,000 hours of service, which equates to as much as 86 years of service in one day.⁴⁶ This is a voluntary day of service, rather than a paid day off for Comcast employees. The immense contribution of time and talent by Comcast volunteers speaks volumes about their commitment to the communities in which they live and work.⁴⁷

In contrast, the bankruptcy process has significantly limited Adelphia's ability to engage in philanthropic or community service activities. Pursuant to bankruptcy law requirements, Adelphia must protect the company's assets and their value for the benefit of its creditors, and this imposes a significant constraint on charitable giving. Adelphia has participated in some community service activities, but the ongoing bankruptcy has limited its ability to engage in activities that support its local communities.

3. Comcast/Adelphia Side-by-Side Comparisons

To illustrate Comcast's commitment to the local communities it serves and, thus, the benefits that will flow to consumers once Comcast acquires the Adelphia systems, appended as Attachment 1 is a side-by-side comparison of three Adelphia systems with three proximate Comcast systems:

1. Comcast's Arlington/Alexandria, Virginia system compared to Adelphia's Loudoun County, Virginia system;
2. Comcast's Richmond, Virginia system compared to Adelphia's Charlottesville, Virginia system; and
3. Comcast's Broward County, Florida system compared to Adelphia's West Palm Beach, Florida system.

Smith said. *Id.* "We believe this designation acknowledges our record of hard work and commitment in the restoration of a challenged area that is crucial to the future of Irvington." *Id.*

⁴⁶ More information about Comcast Cares Day and other community initiatives conducted by Comcast, including Cable in the Classroom and the Comcast Reading Network, was provided in the Public Interest Statement, at 42-45.

⁴⁷ While this discussion focuses on targeted local initiatives that are part of Comcast's community investment program, the company has also provided \$4.1 million in scholarship support to 4,100 graduating high school seniors through its Leaders & Achievers Scholarship Program, assisted thousands of young community volunteers through its top-level sponsorship of City Year, positively influenced the attitudes of young people through its \$50 million airtime commitment to the Partnership for a Drug-Free America, supported diversity organizations throughout its service area, and otherwise demonstrated its desire to strengthen the communities it serves. More details on these and other programs can be found at <http://www.comcast.com/neighborhood> (last visited Nov. 21, 2005).

These comparisons focus on three areas: (1) the provision of local programming, (2) the provision of local VOD programming, and (3) community support and involvement efforts. As demonstrated by all three comparisons, Comcast far outpaces Adelphia in each of these respects. In particular, these comparisons show a number of dramatic differences between the two companies, including the following:

- ***Arlington/Alexandria, VA vs. Loudoun County, VA:*** Comcast provided \$5 million in airtime to more than 150 community organizations through Local Edition segments in 2004. The Comcast Arlington/Alexandria system offers nearly 40 regularly scheduled locally produced programs as well as coverage of dozens of local events.⁴⁸ In comparison, the Adelphia Loudoun County system provides only 15 locally produced programs and sporadic special events coverage. Notably, the Loudoun County system is one Adelphia's best in terms of local programming options, yet the volume and wide range of Comcast's local programming far surpasses even one of Adelphia's most favorable comparisons.
- ***Richmond, VA vs. Charlottesville, VA:*** Comcast's Richmond system donated approximately \$5.1 million worth of CLE and PSA airtime to local organizations in 2004, while Adelphia's Charlottesville donates no airtime to local organizations. Moreover, the Richmond system has offered a number of local VOD options, including segments on The Black History Museum, The Richmond Red Cross, the Greater Richmond Chamber of Commerce, and two 2005 Virginia gubernatorial debates. In addition, the Richmond system is implementing plans to make up to 15 hours of programming produced by the local government available to city and county citizens via VOD. In contrast, Adelphia's Charlottesville system offers no local VOD. Moreover, while the Richmond system has donated more than \$130,000 in scholarships to local high school seniors and annually participates in a large number of local charitable events, the Charlottesville system offers very little local educational or other charitable support.⁴⁹
- ***Broward County, FL vs. West Palm Beach, FL:*** In Broward County, Comcast has reserved 150 hours of its VOD library for programming of particular interest to the residents of South Florida. The local content made available includes Comcast's innovative "Hurricane On Demand" option,⁵⁰ as well as local news and government affairs programming. In West Palm Beach, Adelphia subscribers have no local VOD programming. Moreover, in 2005 alone, Comcast's Broward County system has made

⁴⁸ See Section III.2, *infra*; Attachment 1 at 1-7.

⁴⁹ See Attachment 1 at 8-13.

⁵⁰ See Section III.2, *infra*.

available to 75 different South Florida organizations more than \$3 million in cash and in-kind donations. In comparison, over the past of years, the Adelphia system has been significantly involved in only a couple of local charitable events.⁵¹

III. COMCAST WILL IMPROVE ON ADELPHIA'S CUSTOMER SERVICE AND EMERGENCY RESPONSIVENESS

Comcast will enhance the experience of Adelphia customers in two additional areas. First, Comcast will introduce to the Adelphia service areas its unique and successful approach to customer service. Second, Comcast will bring its high level of focus and outstanding performance in emergency response, system reliability, and public safety to the Adelphia systems.

1. Customer service

Comcast is committed to raising the standard of customer service in each of its franchise areas. As part of this effort, Comcast has established 95 call centers nationwide. This represents a far more localized approach than used by Adelphia, which has only nine call centers, each of which covers a very large geographic area. After the Transactions are approved, Comcast will move as quickly as possible to bring call centers closer to the Adelphia communities.

Comcast also has launched national initiatives aimed at continually improving customer service. Through its "Think Customer First" program, for example, Comcast established the goal of involving every Comcast employee in its drive to improve customer service. As a result of such efforts, Comcast has succeeded in increasing consumers' overall satisfaction, and customer service complaints have steadily decreased from year to year.

Moreover, unlike the technicians employed by many other cable operators (including Adelphia), Comcast technicians are evaluated and promoted based primarily on skill performance, rather than seniority. As a result, Comcast technicians have greater incentives to improve their expertise and pass skill tests, so they can provide superior technical support to consumers as the industry rolls out new and increasingly complex advanced services. Through "Comcast University" training available in regional offices around the country, technicians continually have opportunities to improve their skills in a wide range of areas.

Comcast's experiences with the former AT&T Broadband systems provide a useful case study of the customer service improvements Comcast has brought to acquired systems. By opening new call centers, adding technicians, and moving operations in-house, Comcast improved customer satisfaction ratings by 13 percent from first quarter 2004 to first quarter 2005. The biggest satisfaction improvements came out of Comcast's efforts to replace AT&T Broadband's

⁵¹ See Attachment 1 at 14-17.

centralized operations with localized systems tailored to the needs of specific communities. For example, in the San Francisco Bay area, Comcast replaced a centralized operating center with five system offices, each with its own area vice president and directors of marketing, finance, human resources, technical operations, and government affairs. As a result, San Francisco customers report in local customer service surveys that they are generally more satisfied with their Comcast service than they were with AT&T Broadband.

Again, Comcast's AT&T Broadband experience provides the Commission with a strong indication of what Comcast will do in the Adelphia systems. In short, Comcast has made dramatic customer service improvements where it has acquired systems from other cable operators and it will do so again with the Adelphia acquisitions.

2. Emergency Response, System Reliability, and Public Safety

With millions of subscribers in hurricane-affected areas, Comcast has a responsibility to assist its communities and its customers before, during, and after hurricanes and floods. As powerful hurricanes have ripped through these areas in recent years, Comcast has met and exceeded its responsibilities by responding immediately to restore service to damaged neighborhoods, introducing life-saving technology to spread information, and providing financial help and volunteer assistance to those in need.

Comcast's response and clean-up work during the past three hurricane seasons demonstrates the extent to which the company emphasizes preparation for storms and restoration of service to affected subscribers. In the days before a storm, Comcast employees work through a pre-storm checklist that ensures minimal service disruptions and immediate response to post-storm problems.⁵² All of Comcast's buildings that house transmission equipment, operations, or call centers are powered by stand-by generators capable of indefinitely supporting normal operations. Comcast employees top off fuel tanks on those generators and fill storage areas with enough food and water to get employees and their families through the post-storm cleanup period. Comcast also pulls in additional employees from other regions to ease the strain on its existing staff. If a call center is projected to be in the heart of the area affected by a storm, Comcast initiates its call-center back-up plan, which closes affected call centers and reroutes calls to alternate locations.⁵³ After Hurricane Isabel in 2003, the plan worked extremely well. Ninety percent of service calls were answered in 30 seconds or less.⁵⁴ Comcast also has in place a large network of redundant fiber

⁵² Linda Haugsted, *Ops Geared for Isabel*, Multichannel News, Sept. 22, 2003.

⁵³ Linda Haugsted, *'Time of Crisis'*, Multichannel News, Sept. 5, 2005.

⁵⁴ K.C. Neel, *Hurricane Isabel Takes Its Toll On Virginia Cable Systems*, Cable World, Sept. 29, 2003, at 10.

paths and backup generators. For example, it utilized more than 250 generators in Virginia after Hurricane Isabel.⁵⁵

Through three unprecedented storm seasons, Comcast's employees have surpassed all expectations. In September 2003, more than 600 Comcast workers responded to Hurricane Isabel in Virginia, with technicians working up to 21 straight days. In Richmond, where 90 percent of customers lost service, Comcast restored service to many customers within hours of the storm, with trucks following right behind Dominion Power's.⁵⁶ As the *Richmond Times-Dispatch* reported, although Comcast cable service was restored immediately and simultaneously after electricity came back on, some customers had to wait more than a week for their phone service provided by other companies to work again.⁵⁷

In Florida the following year, Comcast's workers were well equipped to respond to Hurricanes Charley, Frances, Ivan, and Jeanne. Following these storms, Comcast trucks worked on poles immediately after Florida Power and Light had completed their work. When Charley knocked down cell-phone towers, Comcast workers were prepared with satellite phones.⁵⁸ When the storms damaged workers' homes in Port Charlotte, Comcast wheeled in a luxury motor home to serve as temporary housing for employees and their families as they worked around the clock to restore service.⁵⁹

When Hurricane Katrina hit Florida, Alabama, and Mississippi this fall, Comcast employees were able to draw on their experiences during the previous two seasons to respond quickly and adeptly.⁶⁰ Ninety percent of Comcast's

⁵⁵ *Hurricane Isabel: Hearing Before the Joint Commerce and Labor Committee*, 2003 Leg. Sess. (Va. Dec. 1, 2003) (testimony of Kirby Brooks, Area Vice President and General Manager, Comcast Metro Richmond).

⁵⁶ *Id.*

⁵⁷ Greg Edwards, *Verizon, Comcast Restoring Services*, *Richmond Times-Dispatch*, Oct. 7, 2003.

⁵⁸ I.M. Stackel, *Utilities Taking Lessons from Last Year to Heart*, *Naples (FL) Daily News*, July 5, 2005.

⁵⁹ Linda Haugsted, *Big Wind, Huge Mess*, *Multichannel News*, August 23, 2004.

⁶⁰ In addition, Comcast and its employees responded to the devastation of Hurricane Katrina with an unprecedented showing of support and generosity. To help provide direct assistance to victims and evacuees, Comcast immediately pledged \$10 million worth of advertising time to the American Red Cross, along with \$50,000 cash. *Worst case brings out the best*, *Phila. Bus. J.*, Sept. 2, 2005. It also contributed surplus fuel, food, and water that it had acquired in preparation for the storm to families in need in the community. When Cox Communications lost use of its facilities in the New Orleans region, Comcast lent a helping hand by offering space in Comcast's Denver Media Center to Cox Sports Television, the regional sports network home of the New Orleans Saints and the New Orleans Hornets. Linda Haugsted, *Through the Wire*, *Multichannel News*, Sept. 12, 2005. And when some of New Orleans' musical legends organized a benefit concert, Comcast aired "From the Big Apple to the Big Easy" on its VOD system and gave all of the \$19.95 purchase price to the fundraising effort. *'Big Apple' Raises \$9M for 'Big Easy'*, *Multichannel News*, Oct. 11, 2005. Comcast also used VOD to distribute Red Cross updates and information on helping the relief effort. In order to promote charitable giving toward the

employees on the Gulf Coast came to work the day after the storm. As a result, Comcast restored service to 90 percent of its South Florida customers within three days.⁶¹ In Hattiesburg, Mississippi, 72 percent of subscribers had cable service restored before the end of September.⁶²

To help subscribers prepare for impending storms, Comcast systems in Florida, Georgia, South Carolina, and Alabama introduced “Hurricane on Demand” in June 2005.⁶³ Part of Comcast’s VOD package, “Hurricane on Demand” provides subscribers with on-demand, short segments about how to get ready for a storm, from evacuating an area to putting together a Family Disaster Supplies Kit—and how to recover after a storm hits, such as what areas to avoid and how to deal with insurance companies.⁶⁴

With 27,000 field technicians and the eighth largest truck fleet in the country, Comcast is well equipped to respond to a wide variety of emergencies. For example, in the mid-Atlantic region, Comcast technicians have joined the Amber Alert system, a national emergency alert system for abducted children.⁶⁵ They have been trained to watch for suspicious vehicles and people, and they immediately are notified by pager and cell-phone whenever law enforcement officials in Maryland, Delaware, or Washington, D.C. issue an Amber Alert. In Maryland, the program represents the first of its kind between a corporation and a local law enforcement agency.⁶⁶

rebuilding efforts in Mississippi, Comcast created a PSA series in conjunction with the “Mississippi Rising” relief fund established by Mississippi Governor Haley Barbour. Comcast ran \$15 million in PSAs cross-channel in markets across the country. Various celebrities, including Faith Hill, Morgan Freeman, and Brett Favre, participated in the campaign.

⁶¹ Stephanie Armour, *Employers Move to Help Workers in Stricken Areas*, USA Today, Sept. 1, 2005.

⁶² Nikki Davis Maute, *Comcast Works Hard to Restore Service to Customers*, Hattiesburg (MS) American, Sept. 29, 2005.

⁶³ Steve Donohue, *Timely Disaster Advice – Plus VOD Ads*, Multichannel News, June 20, 2005.

⁶⁴ Comcast runs Hurricane on Demand in partnership with The Weather Channel.

⁶⁵ Sudarsan Raghavan, *Comcast Technicians Join Amber Alert System*, Wash. Post, May 5, 2005, at SM03.

⁶⁶ In fact, Comcast has a well-established track record of assisting law enforcement. With thousands of technicians out in the field at any one time, it is no surprise that Comcast employees sometime arrive at emergencies before other first responders even hear of the situation. For that reason, Comcast offers CPR certification classes to its field employees. Recently, that training helped save a life. While they were making a service call to an apartment complex near Seattle, Washington, Comcast technicians Todd Hickam and Ryan Thornhill found 10-year-old Jamario Covington at the bottom of a pool. They jumped in while still in full gear to save the boy. When they saw that Jamario was not breathing, they administered CPR, called paramedics, and eventually revived him. Paramedics said Jamario would not have lived without Hickman and Thornhill. Good Morning America (ABC television broadcast June 17, 2005). Three months later, technician Melvin Smith of Pittsburgh, Pennsylvania also performed a heroic feat when he

Once the Transactions are approved, Adelphia subscribers will be able to rely on Comcast's extensive experience and notable track record in responding to a range of natural disasters and other emergency situations.

IV. CONCLUSION

Comcast is pleased to amplify the substantial, tangible, and quantifiable public interest benefits that will flow from its proposed acquisition of Adelphia cable systems. We respectfully request that the Commission find that the Transactions will be in the public interest and provide timely and unconditional approval in order to let us begin delivering these benefits to current Adelphia subscribers.

Respectfully submitted,



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noticed a three-alarm fire while traveling to a service appointment, and he used his truck ladder to save a woman trapped in her second-story apartment. Caitlin Cleary, *Cable Worker to the Rescue in Penn Hills Apartment Fire*, Pittsburgh (PA) Post-Gazette, Sept. 14, 2005.

ATTACHMENT 1

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Comcast's Arlington/Alexandria, VA System vs. Adelphia's Loudoun County, VA System

Comcast Arlington/Alexandria	Adelphia Loudoun County
Local Programming	
<ul style="list-style-type: none"> • Comcast Local Edition: In 2004 alone, the system donated nearly \$5 million in airtime to more than 150 community organizations through Local Edition segments. Just a few of the many organizations that have benefited from the opportunity to air segments on Local Edition include: <ul style="list-style-type: none"> – <i>Alexandria Office on Women:</i> Comcast aired CLEs to promote this group's domestic violence initiative, its Salute to Women Awards, Sexual Assault Awareness Month, and Walk to Fight Breast Cancer. – <i>Alexandria Symphony Orchestra:</i> The orchestra strives to bring "affordable and accessible music to the families of greater Alexandria" in the form of highly respected and innovative professional programming. – <i>Arlington/Alexandria Coalition for the Homeless:</i> "works in coordination with public agencies, businesses and community groups to give homeless people the support, shelter, counseling and employment training they need to regain self-sufficiency" – <i>Azalea Charities, Aid to Wounded Soldiers Project:</i> provides "comfort and relief items for soldiers and Marines sick, injured or wounded from service in Iraq and Afghanistan" – <i>CrisisLink:</i> a suicide prevention counseling service located in Northern Virginia – <i>Potomac Conservancy:</i> protects "the health, beauty, and enjoyment of the Potomac River and its tributaries" 	<ul style="list-style-type: none"> • Local Production: In Loudoun County, Virginia, Adelphia uses its local origination facilities to produce 15 local programs of interest to the community. Some examples include: <ul style="list-style-type: none"> – <i>Artscape:</i> a weekly look at local personalities and places of interest in Loudoun County – <i>Community Spotlight:</i> a biweekly program featuring elected leaders from municipal and county government – <i>Loudoun Magazine:</i> a biweekly program featuring area non-profits, government agencies, and community services • Adelphia's Loudoun County system also occasionally films and distributes footage of special events, such as this summer's music festival held in Leesburg, Virginia.

Comcast Arlington/Alexandria	Adelphia Loudoun County
Local Programming	
<ul style="list-style-type: none"> • Local Production: The system also provides nearly 40 regularly scheduled local programs that are produced either solely by Comcast or in conjunction with local community organizations and that cover a wide range of subjects of particular interest to the community. These programs include: <ul style="list-style-type: none"> – <i>African Vision Network:</i> a half-hour discussion and interview program on topics relating to Africa and how they affect Alexandria's African-American population – <i>Agenda: Alexandria:</i> a two-hour panel discussion on topics relating to Alexandria and how they affect Alexandria's population – <i>Alexandria Forum:</i> a half-hour panel discussion program on topics relating to Alexandria politics hosted by Rod Kuckro – <i>Alexandria Impact:</i> a half-hour panel discussion program on local topics hosted by Art Mosley – <i>Fireline:</i> a half-hour discussion and interview program covering topics related to the Alexandria Fire Department and how those topics affect the Alexandria Community – <i>Focus on Business:</i> a half-hour program sponsored by the Alexandria Chamber of Commerce, featuring discussions by local business leaders – <i>It's a Matter of Law:</i> a half-hour program on which State Delegate Brian Moran interviews local lawyers – <i>Masters in the Hall:</i> a half-hour program featuring local classical musicians and groups performing around the D.C. 	

Comcast Arlington/Alexandria	Adelphia Loudoun County
Local Programming	
<p>metro area</p> <ul style="list-style-type: none"> – <i>Maturity</i>: a half-hour program hosted by Joy Chambers that discusses the issues faced by the elderly population of Alexandria – <i>Stories Alive</i>: a half-hour storytelling program hosted by Alexandria librarians • In addition, the system produces and airs coverage of approximately 40 local events, including: <ul style="list-style-type: none"> – <i>Alexandria Education Partnership Awards</i>: an annual awards banquet for local school employees – <i>Alexandria Election Results</i> – <i>Alexandria Birthday Celebration</i> – <i>Alexandria Chamber of Commerce Business Leader of the Year Banquet</i> – <i>CTE Awards Program</i>: an annual awards banquet honoring students who participate in the Career and Technical program in the city schools – <i>Salute to Women Awards</i>: an annual banquet honoring women in the city of Alexandria hosted by the Office on Women – <i>The State of the City Address by the Mayor of Alexandria</i> – <i>Technology Achievement Awards</i>: annual awards given by the Alexandria Chamber of Commerce 	

Comcast Arlington/Alexandria	Adelphia Loudoun County
Local Programming Available on Video On Demand	
<ul style="list-style-type: none"> • In addition to the rich and ever-expanding array of national VOD programming they can access, Comcast's Arlington and Alexandria subscribers have a number of consistently updated local VOD options, including: <ul style="list-style-type: none"> - <i>America's Promise</i>: a community service initiative, which includes a VOD introduction to the 100 Best Communities for Young People project, a program developed by America's Promise and focused on providing safe communities for young people - <i>Live Right: Topics on Substance Abuse</i>: a five-episode series hosted by the first lady of Maryland, Kendel Ehrlich, that explores topics such as drug and alcohol abuse as they relate to teenagers, the Colombian drug culture, young people's experiences with substance abuse rehabilitation, and college students' thoughts on the use and effects of drugs and alcohol - <i>In Their Own Words</i>: a documentary about the events of D-Day as told by World War II veterans from Maryland • Local news is also available on demand, including local broadcast affiliates NBC 4 and ABC 7 as well as NewsChannel 8. 	None

Comcast Arlington/Alexandria	Adelphia Loudoun County
Community Involvement	
<ul style="list-style-type: none"> • Educational Support/Scholarships: <ul style="list-style-type: none"> – <i>Comcast Cares Day:</i> For the past several years, employees of the Arlington/Alexandria Comcast system have used Comcast Cares Day as an opportunity to help improve local schools. In 2004, local employees provided a variety of landscaping services at Potomac High School in Prince William County. This year, volunteers spent the day providing a variety of services at George Washington Middle School in Alexandria. – <i>T.C. Williams High School Scholarship:</i> The system awards an annual scholarship to a T.C. Williams graduate pursuing film studies and also tapes and airs the event. – <i>The Scholarship Fund of Alexandria:</i> Comcast sponsors the annual telethon, which raised more than \$100,000 in 2004, through in-kind planning work and broadcasting the telethon live and on replay. – <i>Family Involvement Rally, Alexandria City Public Schools:</i> Comcast is a sponsor of this annual rally, which typically features sessions on such important topics as special education, money for college, and financial planning for high school students. – <i>Student & Leaders Initiative:</i> In 2003, Comcast partnered with C-SPAN to create a unique, month-long educational experience for District of Columbia, Maryland, and Virginia high school students. The project brought 40 national leaders—including Supreme Court justices, civil rights leaders, and members of Congress—to the classrooms of 40 local high schools in 20 days. The events were aired on C-SPAN3, and the videos were archived and 	<ul style="list-style-type: none"> • Public Service Announcements: Adelphia airs numerous PSAs per year

Comcast Arlington/Alexandria	Adelphia Loudoun County
Community Involvement	
<p>available on the project's website, along with lesson plans and other teaching materials.</p> <ul style="list-style-type: none"> – <i>Cable in the Classroom</i>: an important vehicle that enables Comcast products and services to be used as a powerful education tool in school systems throughout the country, including the Alexandria and Arlington public schools. Since 1989, Cable in the Classroom has worked in collaboration with the cable industry to provide schools, teachers, and families with resources that support the best possible learning experiences for children in their homes, schools, and communities. The resources provided by Comcast—which include free cable connections and high-speed Internet service to schools—coupled with copyright-cleared programming and online content from Cable in the Classroom, enable educators to effectively integrate multimedia learning opportunities into their instruction. • Other Charitable Support: In addition, Comcast provides a wide range of local non-profit organizations with both monetary and in-kind support, including the airing of public service announcements and the taping and airing of important local events. Among the many local organizations and events the system has supported are: <ul style="list-style-type: none"> – <i>Alexandria Chamber of Commerce Public Safety Valor Awards</i>: recognizes the valor and heroism of Alexandria public safety officials. The system also tapes and airs the annual awards luncheon. – <i>Alexandria Red Cross Waterfront Festival</i>: the major annual fundraising initiative for the Alexandria Chapter of the American Red Cross. In addition to financial support, Comcast helps promote the event through the provision of Local Edition segments. 	

Comcast Arlington/Alexandria	Adelphia Loudoun County
Community Involvement	
<ul style="list-style-type: none"> – <i>Alexandria Technology Achievement Awards:</i> showcases advancements in the development and application of technology by Alexandria-based businesses. In addition to financial support, Comcast helps promote the event through the provision of Local Edition segments. – <i>Comcast Outdoor Film Festival:</i> Comcast partners with the City of Alexandria to sponsor this annual festival, which this year benefited the National Institutes of Health Children’s Charities. – <i>Cyber Seniors:</i> Comcast partners with the 4H and Arlington County to support this “award-winning organization dedicated to connecting seniors to the world at their fingertips” by providing computer services/Internet access at five locations in Arlington County. – <i>Vanguard Foundation of Arlington:</i> the system is a major sponsor of this organization’s Vanguard Phoenix Open Golf Tournament. The Vanguard Foundation provides a variety of addiction recovery services, including in-facility substance abuse treatment programs, outpatient programs, and transitional programs. 	

Comcast's Richmond, VA System vs. Adelphia's Charlottesville, VA System

Comcast/Richmond, VA	Adelphia/Charlottesville, VA
Local Programming	
<ul style="list-style-type: none"> • Comcast Local Edition: In 2004 alone, Comcast Metro Richmond donated approximately \$2.9 million in airtime for CLE segments, as well as an additional \$2.2 million in public service announcement time, to a wide range of local organizations. Just a few of the many organizations that have benefited from the opportunity to air segments on Local Edition include: <ul style="list-style-type: none"> – <i>American Red Cross, Greater Richmond Chapter</i> – <i>Boys and Girls Clubs of Metro Richmond</i> – <i>Chesterfield County Government</i> – <i>FRIENDS Association for Children:</i> a 135-year-old organization that helps children and their families achieve their potential – <i>The Greater Richmond Children's Choir</i> – <i>Henrico County Schools</i> – <i>Junior Achievement of Central Virginia:</i> an organization that finds businesspeople to deliver lessons about personal finance, economics, and free enterprise to schoolchildren – <i>Juvenile Diabetes Research Foundation, Central Virginia Chapter</i> – <i>Latin Ballet of Virginia:</i> a Hispanic-American dance company that teaches and performs dance for audiences in North and South America 	None

Comcast/Richmond, VA	Adelphia/Charlottesville, VA
Local Programming	
<ul style="list-style-type: none"> – <i>Urban League of Virginia</i> – <i>Virginia Blood Services:</i> the sole supplier of blood to many hospitals in central Virginia – <i>VCU Children's Medical Center</i> • cn8: Comcast's cn8 programming includes some programming tailored specifically to the Richmond market. Examples include coverage of the annual Latter Day Saints annual conventions, which would not otherwise be available to area viewers, and some local-interest college sports events not carried by local broadcasters. • Local production: The system produces local origination programming, including the County Board of Supervisors, School Board, and Planning Commission meetings. • In addition, Comcast offers a robust public access schedule with more than 40 hours of taped programming each week and approximately 15 hours of live programming. 	

Comcast/Richmond, VA	Adelphia/Charlottesville, VA
Local Programming Available on Video On Demand	
<ul style="list-style-type: none"> Comcast Metro Richmond makes available programs of local and regional interest. For example: The “<i>Our Town</i>” VOD “folder” offers five-minute segments that feature local organizations, such as: <ul style="list-style-type: none"> <i>The Black History Museum</i> <i>The Richmond Red Cross</i> <i>SCAN (Stop Child Abuse Now)</i> <i>The Greater Richmond Chamber of Commerce</i> <i>Local government entities and schools:</i> including the Richmond Police Department, Henrico County Schools, and John Tyler Community College Two recent Virginia Gubernatorial debates currently are available on demand. Regional and local sports, including Virginia Tech and high school football, are available on VOD to Comcast Metro Richmond customers. In addition, the Metro Richmond system is putting plans in place to make up to 15 hours of programming produced by the local government available to city and county citizens via VOD. 	None

Comcast/Richmond, VA	Adelphia/Charlottesville, VA
Community Involvement	
<ul style="list-style-type: none"> • Educational Support/Scholarships: Each year Comcast awards a \$1,000 scholarship to a deserving graduating senior in each public high school in the area served by Comcast. In total, Comcast has donated more than \$130,000 in scholarships to high school seniors in the Richmond area. • Other Charitable Support: <ul style="list-style-type: none"> – <i>Richmond Region 2007:</i> Comcast is a founding partner of RR2007, a public-private partnership promoting the celebration of the 400th anniversary of the founding of Jamestown. RR2007 is staging a variety of events over the next three years to promote tourism in central Virginia, education and economic development. – <i>Special Olympics:</i> Comcast served as a premier sponsor of the 2004 and 2005 games. For its support of Special Olympics Virginia, Comcast has been recognized as a partner of the summer games for the past two years. Through this partnership, Comcast helps Special Olympics Virginia to spread the word to the Richmond community about the year-round sports training and athletics that they provide to people with mental and physical disabilities. A Comcast representative served as master of ceremonies during the opening events. – <i>Hispanic Heritage Month:</i> Comcast recently sponsored Artistic Expressions of Hispanic Culture Contests in Boys & Girls Clubs of Metro Richmond. Club members were given the opportunity to create expressions of Hispanic culture (e.g., a drawing, poem, dance or postage stamp commemoration). Participants of Boys & Girls Clubs of Richmond, their unit directors, families, and friends were 	<ul style="list-style-type: none"> • Mac McDonald Invitational Golf Tournament: For five years Adelphia has teamed up with a local radio station to promote and assist with this event, which raised more than \$103,000 this year to benefit the UVA Children's Hospital Fund. • Virginia Discovery Museum: The system also supported this year's Discovery Dash, which brought together 360 young runners from 63 different schools for a day of healthy competition and fundraising for the museum.

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Comcast/Richmond, VA	Adelphia/Charlottesville, VA
<p style="text-align: center;">Community Involvement</p> <p>then invited to a ceremony where their expressions were judged by dignitaries from local government and the Hispanic and Art communities.</p> <ul style="list-style-type: none"> – <i>Comcast Family Toon Day at the Children's Museum of Richmond:</i> For the second year in a row, Comcast transformed the Children's Museum of Richmond into a cartoon dreamland complete with life-sized cartoon characters, food, games, and live entertainment. Family Toon Day welcomed more than 3,000 area families to the already popular Children's Museum of Richmond, breaking the single-day attendance record for the second year in a row. – <i>Read Across America:</i> Comcast and local officials celebrated Seussentennial, the 100th anniversary of the birthday of Theodore Geisel, also known as Dr. Seuss, by producing 30-second public service announcements with local officials reading and promoting literacy to elementary and middle school students in the area. – <i>C-SPAN School Bus:</i> As a part of its ongoing commitment to education and public service, Comcast Metro Richmond sponsored a visit by The C-SPAN School Bus on its continuing tour to schools and cable systems across America. The 45-foot motor coach – a traveling TV production studio and media demonstration center – visited several area high schools. The C-SPAN Bus is designed to provide students, educators and community leaders with first-hand knowledge of the C-SPAN Networks' 24-hour public affairs programming. – <i>Junior Achievement:</i> as Junior Achievement volunteers, Comcast employees give their time in a classroom setting each week, giving students hands-on experiences to help 	

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Comcast/Richmond, VA	Adelphia/Charlottesville, VA
<p style="text-align: center;">Community Involvement</p>	
<p>them understand the economics of life</p> <ul style="list-style-type: none"> - <i>Amber Alert Program:</i> Comcast Metro Richmond has partnered with local law enforcement in the Amber Alert program. • <i>Community Service Awards:</i> <ul style="list-style-type: none"> - <i>City of Richmond Community Service Award 2005 – Comcast Cares Day:</i> On Saturday, October 1, 2005, 327 Comcast Metro Richmond employees and their families and friends volunteered their time, talents, and energies to complete various projects in and around Richmond’s Byrd Park. Team members landscaped flower beds surrounding historical buildings, mulched around hundreds of young trees throughout the park, painted ramps, benches, and plant boxes. For performing this service, the City presented Comcast with a Community Service Award on October 23, 2005. - <i>Urban League of Greater Richmond – 2005 Corporate Community Service Award:</i> Comcast was recognized by the Urban League for its support of the organization over the years and for Comcast’s recent collaboration for a screening of the HBO film, “Lackawanna Blues.” At the event Kirby Brooks, Area Vice President and General Manager, addressed the hundreds in attendance to commend the Urban League for more than 90 years of service to the metro Richmond community and promised to partner with the organization in future endeavors. 	

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Comcast's Broward County, FL System v. Adelphia's West Palm Beach, FL System

Comcast/Broward County, FL	Adelphia/West Palm Beach, FL
Local Programming	
<ul style="list-style-type: none"> • Comcast Local Edition • Local production: The Broward County System also produces several other recurring original local programs: <ul style="list-style-type: none"> – <i>Comcast Community Vision:</i> a half-hour local community program that airs 4 times daily and is offered in both English and Spanish – <i>We the People:</i> a public affairs TV interview program • Local Specials: In addition, the Broward system has produced and distributed a number of local specials, including: <ul style="list-style-type: none"> – <i>Partnership for a Drug-Free America Town Hall Meeting</i> – <i>Diversity Town Hall Meeting</i> (with the Broward League of Cities) – <i>Consumer Protection Town Hall Meeting</i> (with Palm Beach, Broward, and Miami-Dade's Consumer Protection Services Departments) – <i>Child Safety and the Internet</i> (with Broward County) – <i>Affordable Housing</i> (with the Broward League of Cities) – <i>Broward Days:</i> a look at lobbying initiatives in Tallahassee 	<ul style="list-style-type: none"> • Local production: Adelphia's West Palm Beach system produces a 30-minute local program in conjunction with local broadcaster WTCN titled "Around Our Town," which airs twice a month on WTCN. The program focuses on local civic information and includes coverage of national and local political and civic leaders.

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Comcast/Broward County, FL	Adelphia/West Palm Beach, FL
Local Programming Available Video On Demand	
<ul style="list-style-type: none"> • 150 On-Demand Hours: In South Florida, Comcast has reserved 150 on-demand programming hours for local programming. That amount is expected to increase over time. All of these programming hours will be reserved for programming that caters specifically to the needs of South Florida residents, including local news, community and government affairs, high school and college sports, and special interest programming. • CBS Local News (to be offered beginning in the fourth quarter of 2005 in South Florida) • High School Football (to be launched in the third quarter of 2006) • Hurricane On Demand: During this hurricane season, Comcast also has provided its subscribers in South Florida with on-demand information and tips on hurricane preparation. 	None

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Comcast/Broward County, FL	Adelphia/West Palm Beach, FL
Community Involvement	
<ul style="list-style-type: none"> • Educational Support/Scholarships: <ul style="list-style-type: none"> - <i>License for Learning:</i> Comcast outfitted its fleet with License for Learning tags. The proceeds of these tags fund scholarships in Broward County - <i>Leaders & Achievers Scholarship:</i> Comcast produced a PSA saluting Broward County scholarship recipients • Other Charitable Support: In 2005 alone, Comcast already has provided to 75 different South Florida community groups over \$3 million in cash and in-kind donations. Among the recipients are: <ul style="list-style-type: none"> - <i>Broward Days:</i> an innovative voter-run and non-partisan lobbying group that advocates for the needs and concerns of Broward County - <i>The Broward Public Library Foundation:</i> supporting its children's reading festival. - <i>The "Continuing the Vision" Awards Celebration:</i> recognizing Broward County civil rights and human rights pioneers as a part of the county's annual Martin Luther King, Jr. celebration - <i>Deliver the Dream:</i> a non-profit mountain retreat and respite center for children, families, and individuals facing illness or crisis - <i>The Gay and Lesbian Foundation of South Florida Women's Fund:</i> partnered with Comcast to screen the season premiere of Showtime's "The L Word" at the Regal Cinema-South Beach 	<ul style="list-style-type: none"> • PSAs: Adelphia runs numerous PSAs each year. • Adelphia participated with other cable entities in several community service activities in the West Palm Beach area: <ul style="list-style-type: none"> - <i>CourtTV Partnership:</i> provides free cable service and a large screen television to a new Police Athletic League facility; Adelphia partnered with Court TV again in August 2004 to offer parents free videotapes of their children to be used for protection purposes. - <i>VH-1 Save the Music Event:</i> raised more than \$10,000 for a local public school for musical instruments

Comcast/Broward County, FL	Adelphia/West Palm Beach, FL
Community Involvement	
<ul style="list-style-type: none"> - <i>March of Dimes Walk America:</i> the March of Dimes' biggest fundraiser - <i>The National Conference for Community and Justice of Palm Beach and Broward County:</i> a group that promotes understanding and respect among all races, religions, and cultures - <i>The Urban League of Broward County:</i> works toward social and economic equality for Broward County's African-American population - <i>United Way of Broward County:</i> a community-based, volunteer-run organization helping one in every three residents of Broward County 	

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